



State of California • Arnold Schwarzenegger, Governor  
State and Consumer Services Agency

**DEPARTMENT OF GENERAL SERVICES**  
**Telecommunications Division**

9-1-1 Office Memo 05-01

November 14, 2005

**EXPIRATION: When superseded or rescinded**

**TO: Public Safety Answering Point (PSAP) Managers and County Coordinators**

**SUBJECT: APPROPRIATE USE OF LANGUAGE INTERPRETATION SERVICES**

The California 9-1-1 Emergency Communications Office (9-1-1 Office) has a contract to provide public safety answering points (PSAPs) in California with language interpretation services for non-English speaking citizens and visitors who dial 9-1-1. This statewide contract, currently with NetworkOmni Multilingual Communications (NetworkOmni), was put in place in order to establish a single source for the provision of foreign language interpretation in California's PSAPs.

It has come to the attention of the 9-1-1 Office that the language interpretation service is being used for other than emergency calls. These services are not intended for any other non-emergency interpretation needs the PSAP may have, such as in the jail or booking area, at the front counter, records office, investigations or in the field. This includes having officers on the scene of an incident who call into the communications center, whether they dial 9-1-1 or a seven-digit number, for interpretation services.

A PSAP may arrange for their own language interpretation agreements to accommodate other needs. Use of the State's contracted service for other than emergency calls, may jeopardize the PSAP's continued use of the service. NetworkOmni has been advised to notify the 9-1-1 Office when this service is misused as described above.

If you have any questions, please contact Carolyn Brown at (916) 657-9183 or email [carolyn.brown@dgs.ca.gov](mailto:carolyn.brown@dgs.ca.gov).

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California 9-1-1 Emergency Communications Office

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